



REPLY TO  
ATTENTION OF

DEPARTMENT OF THE ARMY  
PLANS, ANALYSIS & INTEGRATION OFFICE  
4550 PARADE FIELD LANE, ROOM 102  
FORT GEORGE G. MEADE MD 20755-5000

IMNE-MEA-PAP

20 April 2006

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Fort George G. Meade Policy Memorandum #600-20, Customer Service Program

1. References:

a. Headquarters, Installation Management Agency, Policy Memorandum #47, Implementation of the Interactive Customer Evaluation (ICE) Systems (UNCLASSIFIED)

b. Fort Meade Customer Service Plan, March 2006

2. Purpose. This policy serves as the Installation Commander's guidance for installation customer service standards, formal customer complaint management and customer service training.

3. Customer Service Standards:

a. Fort Meade employees responsible for providing customer service will commit to providing a standard level of customer service excellence. All customers should experience:

- (1) Fair, courteous and professional treatment
- (2) A clean, organized facility
- (3) Timely and accurate information
- (4) A customer-focused staff
- (5) An opportunity to provide feedback

b. Supervisors will ensure that each employee understands these customer service standards and incorporates these customer service standards into the employee's annual performance standards. Service managers will display Fort Meade's customer service standards prominently in their customer service areas and measure their performance against these standards.

4. Customer Complaint Management. Fort Meade maintains two formal customer complaint systems: the Interactive Customer Evaluation and the Commander's Hotline. All formal complaints, whether ICE or Commander's Hotline, will be addressed within 72 hours of receipt. Service providers will attempt to resolve a customer's complaint within applicable regulations and laws. Complaints that cannot be resolved by the service provider/director will be referred to the Installation Customer Service Program Manager for further investigation and/or resolution.

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The Installation Customer Service Program Manager will record/monitor all formal complaints through ICE or the installation customer complaint database and prepare monthly and quarterly reports to the Installation Commander. The Customer Service Program Manager will forward all complaints to Installation Commander requiring immediate attention within 24 hours.

5. Customer Service Training. All Garrison employees and their Directors providing front line customer service are required to attend at least eight hours of customer service training annually. Formal customer service training will include classroom, web based, or video training that advances excellence in customer service. A list of recommended customer service courses is located at the Civilian Personnel Advisory Center or the Army's eLearning Portal on Army Knowledge Online.

6. Point of contact for this policy is Denise R. Giles, Installation Customer Service Program Manager, (301) 677-3783 or [denise.giles@us.army.mil](mailto:denise.giles@us.army.mil).

KENNETH O. McCREEDY  
Colonel, Military Intelligence  
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This policy memorandum supersedes Policy Memorandum #600-20, Commander's Hotline, 1 July 2003